

## Position Description: Travel Assistant (Vacancy announcement no. 16/009)

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### Basic Function of the Position:

Incumbent serves as the Travel Assistant for the entire Embassy. Reports to the A/GSO and serves as Contracting Officer's Representative to the Travel Management Center (TMC) contract which oversees all USG official travel at Embassy Colombo. Handle all hotel requests for USG official travel in Sri Lanka and Maldives. Ensures all travel functions comply with Department of State travel regulations, FAM/FAH requirements, as well as Embassy Colombo travel policies.

### Major Duties and responsibilities

Travel Arranger-Airline Reservations: Incumbent is responsible for all facets of USG official air travel in coordination with the Embassy Colombo Travel Management Center (TMC). Oversees the complex flight requirements for PCS, R&R, TDY, Training, EVT, Medevac, Invitational, and Educational Travel ticket issuance at a value of over 800,000 USD per annum. Acts as COR for TMC contract worth 60,000 USD per annum. Liaison between ICASS customers, GSO office, and three member TMC. Ensures all tickets issued by TMC fully comply with Fly America Act, other Department of State regulations including the FAM/FAH, and U.S. Embassy Colombo policies. Advise US citizen and local members of Embassy on regulations and procedures to purchase airline tickets. Prepares correspondence, guidance, cables, and reports on all matters pertaining to airline ticketing. Update Embassy Colombo Travel Policy when directed by A/GSO or GSO. Maintains contact with airline companies including Sri Lankan Airlines, Heli Tours, and Cinnamon Air. Tracks all Premium Class and Non-Federal Funding Travel and prepares periodic reports for submission to DC. Tracks all airline reservation requests in myServices and ensures global ICASS Uniform Service Standards are upheld in service completion.

Travel Arranger- Hotel Reservations: Incumbent is responsible for all hotel reservations for USG official travel in Sri Lanka and Maldives. Once request is received through myServices, directly contacts reservation department of hotel to check availability. Once confirmation is received, passes confirmation back to customer. Maintains up-to-date list of hotel contacts throughout Colombo, out-of-Colombo, and Maldives. Keeps ongoing ledger of all reservations made. Tracks all airline reservation requests in myServices and ensures global ICASS Uniform Service Standards are upheld in service completion.

E2/Visa/VIP Travel Arranger: Incumbent will be Embassy Colombo's subject matter expert on E2 travel software. Responds to E2 inquiries and conducts one-on-one and group training on the E2 software. Incumbent will prepare E2 Travel Authorizations for personnel within Management and the Executive Office as required. Arrange for visas for Embassy Colombo staff going on official travel to countries other than the United States, as required. Maintains contact database for key members in Visa processing sections from other Embassies and High Commissions in Colombo. Perform a wide range of travel services ranging from above to managing personal sightseeing tours, shopping, vehicle transportation, etc for VIPs, as directed by the A/GSO or GSO. Tracks all Embassy eCC requests and responds to Management Section inbound requests. Tracks all travel services for inclusion in annual ICASS workload counts.

Back up to GSO Administrative Assistant: Assumes duties of GSO Admin Assistant in his/her absence, including sub Cashiering and Timekeeping. Other duties as assigned.